

24<sup>th</sup> April 2018

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED] [REDACTED]

**Re: FOI Request Response [IE\_FOI\_149]**

Dear [REDACTED],

As per our telephone conversation today 24<sup>th</sup> April 2018, please see below and attached documents.

I refer to your request dated 13<sup>th</sup> March 2018 made under the Freedom of Information Act 2014, which was received on 16<sup>th</sup> March for records held by Iarnród Éireann your request sought:

All relevant documentation relating to:

How many complaints did Irish Rail receive in relation to the Westport-Dublin line in 2017?

778

Can you outline the types of complaints received?

See attached document

Did Irish Rail respond to the complaints and what were the types of responses?

Yes

I, Paul Slowey, have now made a final decision to grant your request on 23<sup>rd</sup> March 2017.

You have sought access to the records as listed above and I consider this an appropriate form of access in this case. Accordingly, a copy of the records is now attached including a copy of the schedule to these records.

**Rights of appeal**

In the event that you are not happy with this decision you can make an appeal in relation to this matter, you can do so by writing to the FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or by e-mail to [foi@irishrail.ie](mailto:foi@irishrail.ie). You should make your appeal within 4 weeks (20 working days) from the date of this notification, where a day is defined as a working day excluding, the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances.

The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Should you have any questions or concerns regarding the above, please contact the FOI Officer on 01, 7034293.

Yours sincerely,



**Ms Lynette O'Toole**

**Freedom of Information / Data Protection Executive**

Freedom of Information Request:  
Schedule of Records for **IE\_FOI\_142** : Summary for Decision Making

Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
1	23.03.18	Westport Route 2017	1	Grant		

Signed



Decision Maker

<b>Westport Route 2017</b>	
<b>Type</b>	<b>Number</b>
Seat Reservation	123
On-Line Tickets	80
Unused Tickets	75
Train Failure	58
Crowding	44
Unable to Book Tickets	36
Storm Ophelia	35
Timekeeping	23
Union Dispute	22
Ticket Prices	18
Catering	18
TVMs	17
Unhelpful/Rude Staff	16
Disorderly Passengers	16
Fare Structures	16
Doors	16
Lost/Mislaid Tickets	15
DSP Free Travel Passes	14
Heat / AC	10
No Confirmation Email	10
Bus Transfers	7
Student Tickets	7
Signal Fault	7
Cleanliness	6
Train Information	5
Promotional Offers	5
Announcements	5
Toilets	5
Station Facilities	5
Wi Fi	5
RPU Fines	4
Incorrect Information	4
Bicycle Spaces	4
Charged in Error	4
Alcohol/Smoking Policy	4
Connections	3
Early Departures	3
Disability Issues	3
Disability Assistance/Ramps	2
Booking Office Issues	2
Special Events	2
Annual Tickets	2
Complete Savings	2
Timetable Changes	2
Special Event	2
Intimidation	2
Lifts/Elevators	2
Incident on Line	1
Cancellations	1
Surcharges	1
Tissue Scam	1
Bridge Strike	1
Family Tickets	1
Catering Staff Issues	1
Track Fault	1
RPU Staff Issues	1
Car Parks	1
Child Fares	1
Station Condition	1
<b>Grand Total</b>	<b>778</b>